

FRESNO, CALIFORNIA
CLASS SPECIFICATION
TRANSIT DISPATCHER

FLSA STATUS:

Non-Exempt

CLASS SUMMARY:

The Transit Dispatcher is a stand alone class in the Transit series. Incumbents are responsible for utilizing Global Positioning System/Automated Vehicle Location equipment in monitoring and responding to the movement of transit vehicles, taking incoming calls, dispatching and coordinating calls for emergency response activities.

TYPICAL CLASS ESSENTIAL DUTIES: (These duties are a representative sample; position assignments may vary.)

**FRE-
QUENCY**

1.	Utilizes applicable equipment to monitor the location and movement of transit vehicles.	Daily 50%
2.	Responds to vehicle and driver emergencies by coordinating re-routes, locating replacement vehicles and drivers, and making necessary contacts to inform and resolve the situation.	Daily 40%
3.	Maintains applicable software, databases, and/or spreadsheets in assigned area of responsibility, ensuring data is entered appropriately and that the software meets the needs of the department.	Daily 20%
4.	Performs and maintains related reports, records and scheduling information.	Daily 15%
5.	Responds to high volume of inquiries or requests for information from supervisors, citizens and/or other interested parties regarding transportation, route, and/or scheduling policies, procedures, and/or other related information.	Daily 20-25%
6.	Performs other duties of a similar nature or level.	As Required

Training and Experience (positions in this class typically require):

- High School Diploma, or GED, and two years related experience is required;
- OR
- An equivalent combination of education and experience sufficient to successfully perform the essential duties of the job such as those listed above.

FRESNO, CALIFORNIA
CLASS SPECIFICATION
TRANSIT DISPATCHER

Licensing Requirements (positions in this class typically require):

Some positions, based on assignment, may require:

- State of California Driver's License, Class B with Passenger endorsement
- Basic Class C License

Knowledge (position requirements at entry):

Knowledge of:

- Customer service policies, principles and practices;
- Basic two-way radio communication;
- DPS/AVL equipment;
- Computers and applicable software and database systems;
- City streets;
- Applicable Federal, State and Local laws, codes, ordinances, policies, procedures, rules and regulations;
- Safe work practices and procedures.

Skills (position requirements at entry):

Skill in:

- Providing customer services
- Reading and comprehending maps
- Using computers and applicable software applications
- Monitoring and participating in the preparation and maintenance of operational reports, logs and records
- Monitoring and tracking bus and or route schedules
- Recognizing problems, identifying alternative solutions, and making appropriate recommendations
- Working in a high-volume environment
- Interpreting, applying and explaining applicable laws, codes, ordinances, policies, procedures, rules and regulations

Physical Requirements:

Positions in this class typically require: feeling, finger dexterity, grasping, hearing, repetitive motions, seeing, talking, bending, kneeling, lifting, reaching, standing, stooping, and walking.

Sedentary Work: Exerting up to 10 pounds of force occasionally and/or a negligible amount of force frequently or constantly to lift, carry, push, pull or otherwise move objects including one's own body. Sedentary work involves sitting most of the time. Jobs are sedentary if walking and standing are required only occasionally and all other sedentary criteria are met. Some positions may require more frequent walking, lifting and standing.

FRESNO, CALIFORNIA
CLASS SPECIFICATION
TRANSIT DISPATCHER

Note:

The above job specification is intended to represent only the key areas of responsibilities; specific position assignments will vary depending on the business needs of the department.

Classification History:

Draft prepared by Fox Lawson & Associates (LM)

Date: 11/2007

Reviewed by the City of Fresno

Date: 5/2008